**Incident Management**

**Objective**: Restore normal service operation as quickly as possible and minimize the adverse impact on business operations.

**Key Activities**:

1. **Identification**: Detect and log incidents.
2. **Categorization**: Classify and prioritize incidents.
3. **Diagnosis**: Investigate and diagnose the root cause.
4. **Escalation**: Escalate incidents to higher support levels if necessary.
5. **Resolution and Recovery**: Resolve the incident and restore service.
6. **Closure**: Ensure the incident is fully resolved and close it in the system.
7. **Communication**: Keep users informed about incident status and resolution progress.

**Tools**: ServiceNow, Jira Service Desk, BMC Remedy, Zendesk.

**Problem Management**

**Objective**: Identify the root cause of incidents and manage the lifecycle of problems to prevent incidents from happening or minimize their impact.

**Key Activities**:

1. **Problem Identification**: Proactively identify problems through incident trends or reactive identification from major incidents.
2. **Problem Logging**: Record problem details.
3. **Problem Diagnosis**: Perform root cause analysis (RCA).
4. **Workaround Development**: Develop temporary solutions to reduce impact.
5. **Known Error Record**: Document known errors and workarounds.
6. **Resolution**: Implement a permanent solution to eliminate the root cause.
7. **Closure**: Review and close the problem after verifying the resolution.

**Tools**: ServiceNow, Jira Service Desk, BMC Remedy, IBM QRadar.

**Change Management**

**Objective**: Ensure that standardized methods and procedures are used for efficient handling of all changes, minimizing the impact of change-related incidents on service quality.

**Key Activities**:

1. **Change Request**: Submit a change request (RFC - Request for Change).
2. **Assessment and Authorization**: Evaluate the change's potential impact, risks, and benefits. Obtain approval from the Change Advisory Board (CAB).
3. **Planning**: Develop a detailed implementation plan, including rollback procedures.
4. **Communication**: Inform stakeholders about the planned change.
5. **Implementation**: Execute the change according to the plan.
6. **Review**: Post-implementation review to assess success and identify any issues.
7. **Closure**: Close the change request after successful implementation and review.

**Tools**: ServiceNow, Jira Service Desk, BMC Remedy, ChangeGear.

**Integration and Collaboration**

These processes are often integrated and work in tandem:

* **Incident Management** may trigger **Problem Management** when recurring incidents are detected.
* **Problem Management** may lead to **Change Management** when a permanent fix requires changes to the IT environment.
* Effective communication and documentation are critical across all three processes to ensure transparency and traceability.

**Best Practices**

1. **Automation**: Use automated tools to log incidents, problems, and changes to reduce manual efforts and increase accuracy.
2. **Standardization**: Implement standardized procedures for handling incidents, problems, and changes to ensure consistency.
3. **Continuous Improvement**: Regularly review and improve processes based on feedback and performance metrics.
4. **Training and Awareness**: Train staff on ITSM processes and the importance of adhering to them.
5. **Stakeholder Involvement**: Engage stakeholders in the change process to ensure buy-in and minimize resistance.

Implementing robust incident, problem, and change management processes helps organizations maintain high service quality, reduce downtime, and enhance overall IT efficiency.

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